Functional Requirements Document

INFRANET Upgrade Project

**Version 1.0**

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Developed by:

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We have carefully assessed the Functional Requirements Document for the Infranet.

MANAGEMENT CERTIFICATION - Please check the appropriate statement.

\_\_\_\_\_\_ the document is accepted.

\_\_\_\_\_\_ the document is accepted pending the changes noted.

\_\_\_\_\_\_ the document is not accepted.

We fully accept the changes as needed improvements and authorize initiation of work to proceed. Based on our authority and judgment, the continued operation of this system is authorized.

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NAME DATE

Tech Department Manager

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NAME DATE

Software Department Manager

# GENERAL INFORMATION

## 1.1 Purpose

The purpose of this functional requirements document is to provide documentation to prospective Infranet Service Desk Ticket solution providers on the requirements of Infranet to implement and operate a Ticket Queue

## 1.2 Scope

This Functional Requirements Document will outline the functional, performance, security and other system requirements identified by the Infranet as the proposed information system solution for a Ticket Queue.

## 1.3 Project References

We referred the already existing systems is Infranet windows application for both admin and user modules. The nature of Infranet window application is it runs only in the windows machine as well as user can access that applications from first time configured machine. The configuration datas are pulled from the HRMS DB.

## 1.4 Point of Contact

Below is a list of Point of Contacts relevant to this project:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Contact Name | Contact Type | Department | Telephone Number | Email | Oversight Function |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

# Current SYSTEM SUMMARY

User can access the Infranet web application anywhere in the RND softech Campus. No need to configure in the user system/machine.

# functional requirements and user impacts

## 3.1 Summary of Functions

The Infranet Web application requires a technology based solution for solving the ticket in the queue.The primary function is to:

**User side functionality:**

* User can post the system related Issues.
* User can track the status of the ticket.
* User also reopens the already raised ticket.

**Admin side functionality:**

* Admin can view the status of tickets count as pictorial representation.
* List out the tickets which are posted by the User.
* Admin can take the necessary action for the ticket raised by the user.
* Showing the information about the admin and user.
* Admin can manage the flash message, Department details, Problem types and problem details.
* Admin also can post an issue for user based on the user telephonic conversation.
* Admin also add the new user those who are not in the Infranet.

### 3.1.1 Functional Requirements

**1. Login:**

User Name and Password SignIn and Signup fields should be displayed in Login Screen. User Name and Password field type is a text box. SignIn and Signup controls should be a button type. The screen should be named as Login.

**New User:**

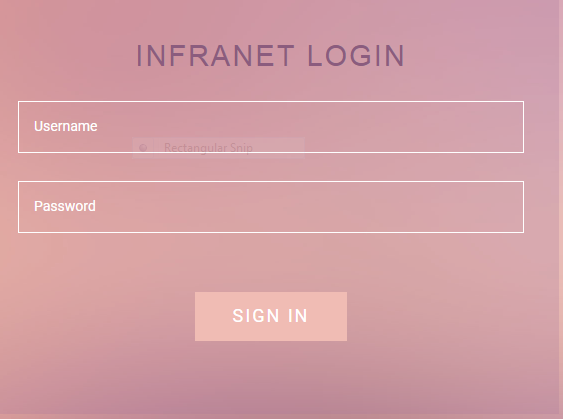
New user of this application has to be complete the registration process

**Flow**: Click signup button -> Enter HRMS user name and password for the first. – > Submit (Register successfully message should be displayed).

**Existing User:**

Already registered user sign In the Infranet web application with valid username and password.

**Flow**: Enter the User Name -> Enter Password -> Click SignIn



**2. Problems**

**Requirement**

User Name full name should be displayed in right top corner. Left side top-corner should be displayed Application name as INFRANET. Below the application name should be displayed main navigation. Problems menu should be selected (Highlighted) in the navigation bar. Inside the page, the page title should be “Problems”, and the page contains show entries Dropdown and Search textbox controls. The show entries dropdown should contain following values (10, 25, and 50,100) in the list. The default selected value is 10. The search textbox should be empty and placed in right top-corner of Problems tables. The problem tables contain record else no data found the message with Headers and it should be placed below those two controls (show entries dropdown and search textbox).

In the below, the problems table should contain pagination control (Page number button with previous and next button). If show entries drop-down value changed the pagination control page number button should be changed based on a number of records.

The newly raised ticket record action column should be an empty. If the ticket is completed the action column should contain Re-Open button (Color: RED). If the ticket is reopened. the action column should contain Re-Opened button (Color: BLUE).

**Description:**

The problem page displaying all issue which is posted by the user. The user can filter and view the issue records in problems page using show entries and search textbox. The user can sort the issue record by clicking on the sorting icon displayed on the table column header of each column.

* The solved ticket contains reopen button in action column. if the user clicking re-open button the corresponding record problem re-post in the portal as a new ticket.
* The re-posted ticket records contain Re-opened button (Color: BLUE). If the user clicking that re-opened button nothing will happen.
* The search textbox can be allowed to search criteria and display records based on the search criteria.
* The show entries dropdown list number of records per page which is selected from this dropdown.

**Flow link for search record:**

Login->Problems->Click on a Search field on problems screen-> Enter search criteria.

**Flow link for displaying records:**

Login->Problems->Click on a Show entries dropdown list on problems screen-> Select the value.

**Flow link for re-open the ticket:**

Login->Problems->Click on a Re-Open button on problems screen for selected record ticket ID-> The new ticket ID will be generated.

**3. Post problem**

**Requirement:**

User Name full name should be displayed in right top corner. Left side top-corner should be displayed Application name as INFRANET. Below the application name should be displayed main navigation. Post problems menu should be selected (Highlighted) in the navigation bar. Inside the page, the page title should be “Report A Problem”, and the page shows the flash text message in top of the report problem form if message is posted by admin.

The report problem form should be placed displayed below flash message. The form should contains Domain (Dropdown), Problem type (Dropdown), Host -CP Number (Textbox), Description (Textbox) and Submit (Button).

Asterisk (\*) should be displayed in end of the label for mandatory field.

**Domain\*** - The Domain dropdown list contains following items those are “Software”, “Technical” and “Others” the default is “-Select domain-”.

**Problem Type\*** - The Problem type dropdown list contains problems based on domain name.

|  |  |
| --- | --- |
| Technical | Network Issue EEE Related Issue Escription Related Issue Machine slow Issue Mail Related Issue Hardware Problems Voice Related Issue Access Denied Issue Headset Problem Share not Connected |
| Software | TES Related Issue Macro Issue Minutes & Lines Issue in TES |
| Others | Power Issue Others |

If chosen anyone domain from the domain list the respective problems will be loaded in the problem type dropdown list. Refer the above table for problem list for domain.

**Host name\*** -The Host field default value is CP. The Host Number format should be like (CP###[#]) other then this format the field should not be accepted.

**Description** - The description textbox field is optional. This may contains description about the issue. The length of description is should be less than 500.

**Submit - The** submit button value is “Submit”. Submit the form when clicking this button and also when given values are valid otherwise shows form validation error.

**Conditions to create ticket:**

**Ticket Create successfully:**

When select anyone domain from domain dropdown list, select anyone problem from problem type dropdown list, valid format value of host (CP Number) and the description is optional. If ticket created successfully page will redirect to problems page and shows message like Problem posted successfully.

**Failed to create ticket:**

When keep anyone mandatory field as empty and click on submit then it should be shows proper message nearby corresponding field.

**Description:**

Main functionality of this screen for creating ticket for solving the issues related to system / machine / software / others.

**Flow Link to create ticket:**

Login->Post a problem ->Click on the respective field displayed on the report a problem screen and enter/ select value -> Click submit.

**4. Tools**

**Requirement:**

User full name should be displayed in right top corner. Left side top-corner should be displayed Application name as INFRANET. Below the application name should be displayed main navigation. Tools menu should be selected (Highlighted) in the navigation bar. Inside the page, after clicking the Tools menu link from the navigation bar it will expand the tools menu and shows the sub menus (change password, Logout) of Tools. Then clicking the change password sub menu it will redirect to change password page. The screen name should be titled as “Change Password”.

In side the change password page

## 4.1 Specific Performance Requirements

### 4.1.1 Accuracy and Validity

The system will employ numerous data quality assurance techniques, including but not limited to:

* Input masks
* Drop down lists with standard responses
* Record data completeness requirements

### 4.1.2 Timing

The system will be available online 24 hours per day, 365 days per week with the exception of scheduled and pre-notified system maintenance downtimes.

Data will become immediately available for use, both during input and for reporting unless otherwise negotiated with the hosting vendor. The hosting vendor will ensure that system resources are adequate for timely report generation response times and overall software functionality. The hosting vendor will ensure that system updates, software updates, and regular system maintenance is not completed during peak operation periods.

##### 4.1.3 Capacity Limits

The <Continuum or Collaborative Name> anticipates the daily input of <Insert Number of records expected to be input daily across all agencies> client records with an average of <insert number of users expected to be on the system daily> of daily users utilizing the system concurrently. Peak usage timeframes are anticipated to be between <insert beginning daily peak time> and <insert ending daily peak time> daily.

The hosting vendor will ensure that the central server has the capacity to store an annual <insert # of anticipated annual records input (average annual unduplicated client count times 2.5)> record input cumulative for a period of 10 years as well as associated storage capacity for retention of historical data and reporting.

### 4.1.4 Failure Contingencies

In the event of a natural disaster, the hosting agency will ensure continuity of available by having adequate, tested disaster and recovery protocols and solutions in place that will facilitate minimal system availability. The Admin will also ensure completion and validation of daily backups of both the client records and system structure.

# Additional System requirements

## 

## 5.1 System Description

The proposed Infranet system will consist of a web-based, centralized database for client management and reporting. Generally, all users will provide direct input into the system and outputs (reports) will also be generated directly from the system. However, to ensure growth ability, flexibility is also required for both input and output modes.

Participating agencies will provide input (i.e., user level data) and the Infranet Application, as an agent of the Infranet, will provide system administration and support for resolving the Issue and report generation.

## 5.2 Systems Integration

An additional desired functionality of the system is systems integration. The Infranet will be required to have the capacity to import and export data to the Excel application. The Infranet also integrate with the HRMS Application.

# EQUIPMENT AND SOFTWARE

## 6.1 Equipment

## 6.2 Software

## 6.3 Communications Requirements

Communication between the User and the Admin system will be through the Telephone/Mail.

## 6.4 Interfaces

Interfaces with other application systems and subsystems will be facilitated via the HMIS import and export functions. The base specification is that the import and export function must meet, at a minimum the HUD approved XML and/or CSV format and meet the security standards from the HUD HMIS Data and Technical Standards. Specifications for specific links to other systems will be outlined in other technical requirements documents as separate projects.